

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

#### Presented by Utility Company, Category and Subcategory

### October 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Communications Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count		
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	21		
		Billing	Bill Not Received	1		
		Billing	Bundled Services	3		
		Billing	Cramming	4		
		Billing	Cramming/3rd Party Billing	2		
		Billing	Disputed Customer of Record	4		
		Billing	Early Termination Fee - ETF	1		
		Billing	High Bill	15		
		Billing	Late Payment Charge-LPC	1		
		Billing	Other Charges	2		
		Billing	Out of Service Credit - OOS	1		
		Billing	Payment Error	2		
		Billing	Premise Visit Charges	1		
		Billing	Slamming	2		
		Lifeline	LLB Address Error	1		
		Lifeline	LLB Application Request	28		
		Lifeline	LLB Approved for Discount	11		
		Lifeline	LLB Discount Switched to Other Carrier	3		
		Policy and Practices	Abusive Marketing	7		
		Policy and Practices	Robo Calls/ADAD	1		
		Policy and Practices	Safety	1		
		Service	Call Quality	4		
		Service	Delayed Orders/Missed Appointments	8		
		Service	Disconnected In Error	1		
		Service	Disconnection Non Payment	1		
		Service	Number Portability - Wireless or Landline	3		
		Service	Outage	11		
		Service	Refusal To Serve	1		
					<b>Total ICs</b>	<b>141</b>
		CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
Billing	Disputed Customer of Record			1		
Billing	High Bill			1		
Billing	Payment Error			1		
Service	Outage			1		
			<b>Total ICs</b>	<b>5</b>		

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	4
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	5
		Billing	High Bill	6
		Billing	Other Charges	5
		Policy and Practices	Abusive Marketing	4
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	2
			<b>Total ICs</b>	<b>32</b>
CLC7118	Birch Communications	Billing	Early Termination Fee - ETF	1
		Billing	Slamming	1
			<b>Total ICs</b>	<b>2</b>
CLC7160	Broadvox-CLEC, LLC	Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>1</b>
CER4412	Budget Mobile	Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Dis Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	5
			<b>Total ICs</b>	<b>11</b>
CLC6878, CLR6878, IEC6878	Charter	Lifeline	LLB Approved for Discount	1
		Service	Outage	1
			<b>Total ICs</b>	<b>2</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>4</b>
CER4328	Consumer Cellular, Inc.	Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>1</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	2
		Billing	Bundled Services	1
		Billing	Disputed Customer of Record	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Safety	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>10</b>
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
IEC6676	FirstLink Communications	Billing	Slamming	2
			<b>Total ICs</b>	<b>2</b>
CLC5429, IEC5429	Frontier Communications of America, Inc.	Billing	Slamming	1
		Service	Call Quality	1
			<b>Total ICs</b>	<b>2</b>
LEC1026	Frontier Communications of the Southwest, Inc.	Billing	Deposits	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>3</b>
IEC5864	Locus Telecommunications, Inc.	Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
IER6532	Long Distance Consolidated Billing Co.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC5752, IEC5752	Megapath Corporation, Inc.	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CEC3079	MetroPCS	Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
			<b>Total ICs</b>	<b>3</b>
CLC6097	Paetec Communications, Inc.	Billing	Bill Adjustment	1
		Billing	Cramming	1
			<b>Total ICs</b>	<b>2</b>
CLC6005, IEC6005	Peak Communications, Inc.	Billing	Cramming	1
		Billing	Slamming	1
			<b>Total ICs</b>	<b>2</b>
LEC1014	Ponderosa Telephone	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Cramming	1
		Billing	High Bill	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>4</b>
CER4387	ReachOut Wireless	Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Dis Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	3
			<b>Total ICs</b>	<b>7</b>
IER6217	Sebastian	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	7
		Billing	Early Termination Fee-ETF	4
		Billing	High Bill	4
		Billing	Other Charges	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
		Service	Number Portability-Wireless or Landline	2
			<b>Total ICs</b>	<b>22</b>
CLC6996, IEC6996	Suddenlink Communications	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	Billing	Bundled Services	1
			<b>Total ICs</b>	<b>1</b>
IER6725	Teledias Communications, Inc	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count		
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	3		
		Billing	High Bill	1		
		Service	Dead Zones/Dropped Calls	1		
		Service	Number Portability-Wireless or Landline	1		
					<b>Total ICs</b>	<b>6</b>
IER6444	Teleuno, Inc.	Billing	Slamming	2		
					<b>Total ICs</b>	<b>2</b>
CER4380	Telscape Communications, Inc.; Surelink Mobile	Lifeline	LLB Approved for Discount	2		
		Lifeline	LLB Discount Switched to Other Carrier	3		
		Lifeline	LLB Federal Program/Equipment	6		
					<b>Total ICs</b>	<b>11</b>
CLC6589, IEC6589	Telscape Wireless	Lifeline	LLB Application Request	1		
					<b>Total ICs</b>	<b>1</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Other Charges	1		
		Billing	Out of Service Credit - OOS	1		
		Policy and Practices	Safety	1		
		Service	Delayed Orders/Missed Appointments	1		
		Service	Disconnected In Error	1		
					<b>Total ICs</b>	<b>5</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	3		
		Billing	Early Termination Fee - ETF	1		
		Billing	Other Charges	2		
		Service	Disconnected In Error	1		
		Service	Number Portability-Wireless or Landline	1		
					<b>Total ICs</b>	<b>8</b>
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Bill Adjustment	2		
		Service	Delayed Orders/Missed Appointments	1		
		Service	Disconnected In Error	1		
					<b>Total ICs</b>	<b>4</b>
IER7003	Ttusa Acquisition, Inc.	Service	Outage	1		
					<b>Total ICs</b>	<b>1</b>
CER4386, IEC5378	Verizon Business Services	Billing	Bill Adjustment	1		
					<b>Total ICs</b>	<b>1</b>
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	7		
		Billing	Bundled Services	4		
		Billing	Cramming	1		
		Billing	Disputed Customer of Record	2		
		Billing	Early Termination Fee - ETF	1		
		Billing	High Bill	2		
		Billing	Other Charges	3		
		Billing	Premise Visit Charges	2		
		Billing	Slamming	1		
		Lifeline	LLB Application Request	3		
		Lifeline	LLB Approved for Discount	5		
		Lifeline	LLB Discount Switched to Other Carrier	2		
		Policy and Practices	Abusive Marketing	1		
		Service	Call Quality	25		
		Service	Delayed Orders/Missed Appointments	5		
		Service	Outage	5		
					<b>Total ICs</b>	<b>69</b>

Utility Code	Utility Name	Category	Subcategory	Count
IEC5732	Verizon Long Distance, LLC	Billing	Bill Adjustment	1
		<b>Total ICs</b>		
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	6
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	8
		Billing	Other Charges	3
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	5
		Service	Dead Zones/Dropped Calls	2
		Service	Disconnected In Error	1
		Service	Refusal To Serve	1
		<b>Total ICs</b>		
CER4327	Virgin Mobile	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	3
		<b>Total ICs</b>		
CLC5553, IEC5553	XO Communications Services	Billing	Bill Adjustment	2
		Service	Number Portability-Wireless or Landline	1
		<b>Total ICs</b>		
<b>Total ICs Sent <sup>1</sup></b>				<b>421</b>

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.